



CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop MISSING PARTS, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on APRIL 12, 2004.

Signed: \_\_\_\_\_

Karen A. Hallock

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appln. No. : 10/642,387 Confirmation No.: 9477  
Applicant : MARK D. ANDERSON et al.  
Filed : August 15, 2003  
TC/A.U. : 2122  
Examiner : Unassigned  
Docket No. : RATLP004C3  
Customer No. : 26541  
Title : Remote Monitoring of Computer Programs

Mail Stop MISSING PARTS  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**PRELIMINARY AMENDMENT A**

Sir:

Please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.